



P.O. Box 168025  
Sacramento, CA 95816

Providing information technology services to  
California Health and Human Services Agency Departments

## JOB OPPORTUNITY



Arnold Schwarzenegger,  
Governor

**CLASSIFICATION:** Associate Information Systems Analyst  
(Permanent Full-Time)

**POSITION LOCATION:** Health and Human Services Data Center (HHSDC)  
Telecommunications Division  
Network Integration and Connectivity Services Group  
P.O. Box 168025  
Sacramento, CA 95816

**(Free Parking Available)**

**SALARY:** \$ 4316-5247

### **Duties/Responsibilities:**

Under general direction of the DPM I, Network Integration Group, of the Telecommunications Division, act as a project leader independently providing a variety of the more complex telecommunications services critical to the business success of HHSDC and the many customer departments that rely on services provided by the HHSDC to run their programs. Duties include coordinating and overseeing wide area network infrastructure equipment installations, de-installations and changes; circuit moves, adds and changes; and troubleshooting the more complex problems to ensure that the customer wide area network infrastructure is operational. The project leader will provide proactive customer service to HHSDC customer departments, and ensure configuration documentation and customer billing is accurate for each customer installation. The project leader handles the service request from implementation to closure, and is responsible for ensuring that the problems or issues are addressed in a timely manner and customer is satisfied with the results.

### **Desirable Qualifications:**

- Understanding of the importance of good customer service and the necessity of effective communication to meet customers' business needs
- Skill in problem-solving techniques to accurately identify technical problems and causes
- Ability to prioritize, plan, organize, coordinate, monitor and follow-up on workload to perform an accurate, timely and detailed analysis of equipment, network services and system or network problems to ensure customer satisfaction



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- Knowledge of LAN/WAN topology to understand network connectivity
- General knowledge of network telecommunications services
- Ability to learn, interpret and apply new technologies
- Ability to develop working relationships with vendors and customers to ensure open communication
- Ability to use Personal Computers (PCs) and applications, such as word processing, spreadsheets and e-mail
- Willingness and ability to work off-shift, on-call, and/or weekend days or nights as necessary

### WHO MAY APPLY

- State employees who are at or who have lateral transfer eligibility to the Associate Information Systems Analyst classification.
- Persons who have list eligibility. (If applicable, please indicate that you have list eligibility for this classification on your application.)
- SROA/Surplus candidates are encouraged to apply. (If applicable, please indicate on your application that you are an SROA/Surplus candidate.)
- Lateral Transfers and Training and Development Assignments will be considered

**Inquiries regarding this position may be directed to Sylvia Oropeza at (916) 739-7648.**

**Please reference RPA# 05-178 on your application.**

**If the RPA# 05-178 is not identified on your application, it will be considered incomplete and will NOT be accepted. FAXed and e-mailed applications will not be accepted.**

**Final Filing Date:** Until Filled

### **Submit applications/resumes to:**

Health and Human Services Data Center  
Human Resources Branch  
Attn: RPA #05-178  
P.O. Box 168025  
Sacramento, CA 95816